WEB BROWSER - TROUBLESHOOTING

Ports Required: **80 (HTTP Port) + Units Media or TCP Port**

Available On: **Internet Explorer, Chrome, Firefox** (Chrome and Firefox require the 'IE Tab' add on to be installed and running) Windows Only.

Each unit has an in-built facility that can be accessed via a web browser. To do this it will require either the DVR's internal IP address (found on the DVR/NVR's 'Network' page), when on the same network, or by using the customers external public IP (found by typing 'What is my IP' into Google when on the network), when on a different network to the DVR/NVR.

Troubleshooting:

- The web service requires certain Active X controls to run, which in a lot of cases are not enabled by default. To enable these press '**ALT**' to bring up the menu bar and select '**Tools**' and then by selecting **'Internet Options**'. Under the '**Security**' tab select '**Internet**' then **'Custom Level**' and on this list locate **'Download Unsigned Active X Controls**' and set this to prompt which will give the user the option to install the relevant Active X controls from the web service without blocking them when loading the web service again.

- In some cases the version of internet explorer being used is too advanced for the web service to run correctly, to resolve this; press '**ALT**' to bring up the menu bar, select '**Tools**', then **'Compatibility View Settings**', and add the DVR/NVR's IP address to this list, this will then refresh the page when done, allowing Internet Explorer to run in a backwards compatible fashion.

- Various items such as credit card machines in shops, routers, etc. can also use an HTTP port of **80** for remote access, to work around this; change the HTTP port on the network settings on the DVR/NVR to a different number i.e. **81** and forward this, when typing in address add: **81** or whichever port chosen at the end of the IP address.

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